

Patrick Wiggins

☎ (847) 555-1842 ✉ patrick.wiggins@example.com 💼 linkedin.com/example/patrickwiggins 📍 Evanston, IL 60201

SUMMARY

Community association management professional with three years supporting condominium and homeowners association operations across **lease administration**, **resident relations**, governance documentation, move coordination, vendor access, and financial administration support. Holds an active **Illinois Community Association Manager license** and maintains accurate electronic and hard copy records in high volume residential settings. Prepares board packets, association reports, resident notices, newsletters, and portal content with clear, professional communication. Coordinates leases, moves, deliveries, staging activity, contractors, fees, deposits, **certificates of insurance**, and elevator access requirements. Applies governing documents consistently, documents resident concerns, and supports practical dispute resolution. Brings organized judgment, responsive service, and steady prioritization across competing deadlines, with readiness to contribute dependable administrative and resident support within a community management team.

EXPERIENCE

Assistant Community Association Manager October 2024 - Present
Harborstone Community Management *Evanston, IL*

Supports daily administration for a 220 unit condominium community, coordinating records, leases, **resident service**, board materials, vendor access, communications, and operational reporting. Partners with community management leadership on governance support, issue documentation, service follow through, and accurate financial administration inputs.

- Organized 220 unit owner, lease, vendor, and governance records across electronic and hard copy files.
- Processed residential lease packages, verified documentation, and updated master lease tracking for accurate occupancy review.
- Coordinated moves, **deliveries**, staging, and **elevator access** after collecting fees, deposits, and insurance certificates.
- Prepared **board packets** and **association reports** that supported focused governance and operational discussions.
- Documented resident concerns, applied governing documents, and routed practical dispute options for timely resolution.
- Published monthly newsletters across print, email, and portal channels, keeping community documents current.

Community Management Coordinator October 2023 - September 2024
Northline Property Services *Skokie, IL*

Supported condominium and **homeowners association** administration across a mixed portfolio, with focus on records, leases, resident communications, vendor documentation, meeting materials, access coordination, and service issue tracking. Balanced concurrent reporting, meeting, communication, and records deadlines while preserving confidentiality and consistent follow through.

- Organized correspondence, owner records, vendor files, and meeting materials across **condominium** and homeowners associations.
- Reviewed lease and move documents, tracked missing items, and maintained calendars for resident building access.
- Drafted resident notices, meeting materials, and reports for boards, homeowners, vendors, and onsite staff.
- Logged service requests, routed urgent concerns, and preserved follow through records through documented resolution.
- Verified vendor insurance documents before coordinating contractor access for scheduled occupied community work.
- Balanced reporting, meetings, resident communications, and records deadlines without losing service consistency.

PROJECTS

Community Records Modernization 📅 2025
Consolidated electronic and hard copy association records into a clearer filing workflow, supporting faster retrieval, annual file cleanup preparation, and dependable access for management review.

Resident Access Coordination 📅 2024
Structured move, delivery, staging, and contractor access tracking around fees, deposits, elevator reservations, documentation, and proof of insurance.

LEADERSHIP & AWARDS

- Recognized by community management leadership for dependable resident service and accurate administrative follow through.
- Trusted with recurring board packets, association reports, lease tracking, and community communication preparation.
- Selected for continued responsibility supporting high volume condominium operations and competing stakeholder deadlines.

EDUCATION

Bachelor's Degree in Business Administration 2023
Northeastern Illinois University GPA: 3.5 *Chicago, IL*
Coursework: Business operations, financial administration, organizational communication, conflict resolution

CERTIFICATIONS

- Illinois Community Association Manager License 📅 2024
- Community Associations Institute M 100: The Essentials of Community Association Management 📅 2024

TECHNICAL SKILLS

- **Property Management Systems:** Association records, homeowner records, management reports
- **Lease Administration:** Lease packages, master lease tracking, occupancy records
- **Records Management:** Electronic files, hard copy files, annual file cleanout
- **Resident Communications:** Resident notices, email distribution, printed newsletters
- **Community Portals:** Electronic portal, community website, document publishing
- **Board Administration:** Board packets, meeting materials, governance documentation
- **Move Coordination:** Move scheduling, delivery scheduling, staging activity
- **Access Management:** Elevator access, contractor access, building calendars
- **Financial Administration:** Income administration, expense administration, fee collection
- **Insurance Documentation:** Certificates of insurance, proof of insurance, vendor records
- **Office Applications:** Microsoft Office, document preparation, spreadsheet tracking
- **Resident Resolution:** Dispute tracking, issue escalation, practical solutions

SKILLS

- | | | | |
|-------------------------|-----------------------|-------------------------|----------------------------|
| • Lease administration | • Move coordination | • Conflict resolution | • Insurance documentation |
| • Resident relations | • Vendor coordination | • Prioritization | • Financial administration |
| • Board packets | • Records management | • Written communication | • Newsletter distribution |
| • Association reporting | • Governing documents | • Community portals | |

PROFESSIONAL AFFILIATIONS

- Community Associations Institute, M 100 professional learning community.
- Illinois community association management network serving condominium and homeowners association professionals.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST